


# Quick Question? Text us!

Using WhatsApp for reference service at NTU  
Libraries

**We would like to acknowledge the contributions of other team members:** Edward Lim,  
Akbar Hakim, Noverinda Bella Ratmelia

*Presented by Wong Oi May and Er Bee Eng  
NTU Libraries*

# WhatsApp a Librarian



**NTU Libraries**

## Got a Question?

Try asking us via **Whatsapp.**

Contact us at **83950629**

Available From  
**Monday to Friday**  
9am – 9pm  
**Saturday**  
9am - 5pm

# How we define enquiries

## General enquiry:

- Does not involve the knowledge, use, recommendations, interpretation, or instruction in the use of any information sources other than those that describe the library, such as schedules, floor plans, and handbooks. Eg. Opening hours, sending a book from one library to another for users' collection.

# How we define enquiries

Research enquiry:

- Is an information contact that involves the knowledge, use, recommendations, interpretation, or instruction in the use of one or more information sources by a member of the library staff. Eg. Database recommendation for a subject, info needed to do research on a particular topic

# (A) General enquiry answered via WhatsApp

Hello I am a new MBA student from Nanyang Business School, I got my student card today but still I cannot login library catalogue with my network account. What should I do? Thank you.

Welcome to NTU! May I know whether you are trying to access your library account? FYI, accessing the library catalogue does not require login. /Zul

Yes I try to login my library account through the button in the GSlink

I can access catalogue without login but I want to reserve a book so I still need to login right?

What is your matriculation number? We will need to check the library database. /Zul

G1234567L; thank you

Unfortunately, we don't have your record. In order to reserve a book, you will need a library account. Please visit any NTU Libraries near you to register. Registration is free and quick. /Zul

ok thank you.

# (B) Research enquiry answered via WhatsApp

Hi Librarian, is it possible for me to access the economist and financial times on my phone through the school subscription?

Hello! Yes you should be able to access The Economist remotely

Let me find you the link

Okay tks!

The Economist: <http://ezlibproxy1.ntu.edu.sg/login?url=http://www.eiu.com>

Are you an NBS student?

NBS has signed a license with the Financial Times for full, premium and free access to the FT website, FT.com. You just need to register your account at <https://registration.ft.com/corporate/signup/A8LHTAUMQtRg> with your NTU email.

# (C) Research enquiry that goes beyond WhatsApp

Hi Librarian, I wish find a list of companies. Based on these criteria:

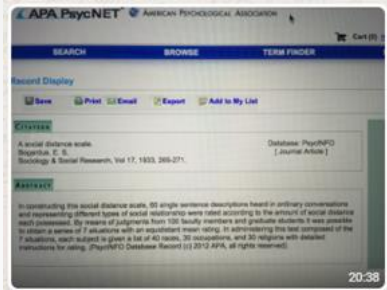
- 1) Vietnamese companies
- 2) agricultural sector
- 3) small medium enterprises

Ultimately, the aim is to find companies in these sectors which have initiatives that target and seek to benefit women

What is the best way to do so? Seek your kind advice.

Hi Wilson, the enquiry will be referred to a Business Librarian who will reply via email (Sou Lun)

# (C) Research enquiry that goes beyond WhatsApp



Hi librarian, this is Sarah from WKW, can you please help me to find a journal article?

Thank you!

The article is not found in Library's collection, your request will be forwarded to my colleague so that they could get it via document delivery service. You will hear from us tomorrow. Thanks, Bee Eng

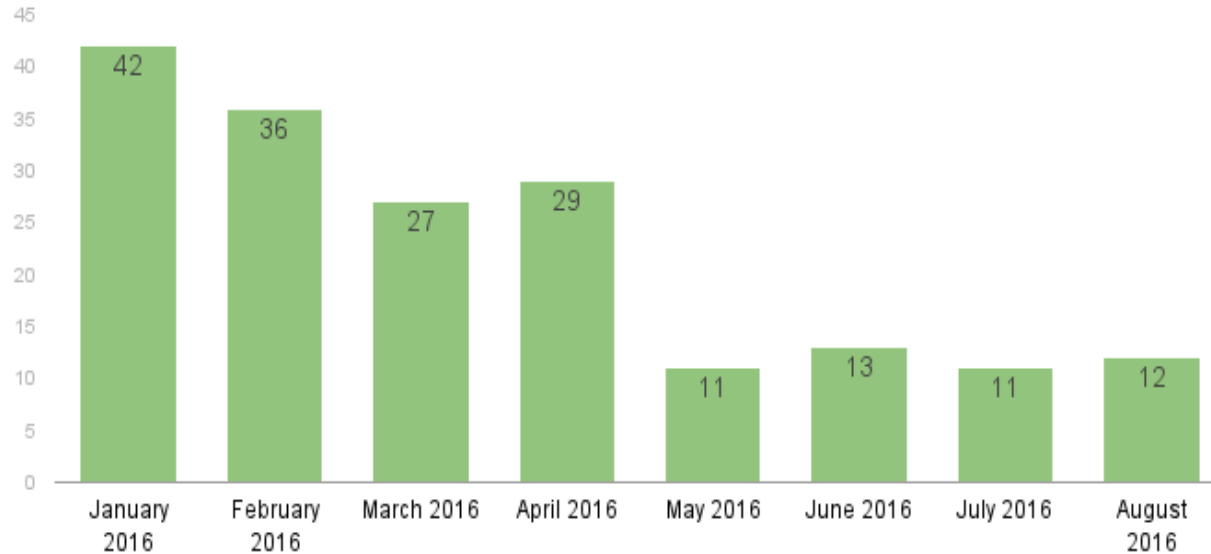
Thanks! It will be still through Whatsapp? Or I pass my email address here?

Please let me have your email address. Thanks, Bee Eng



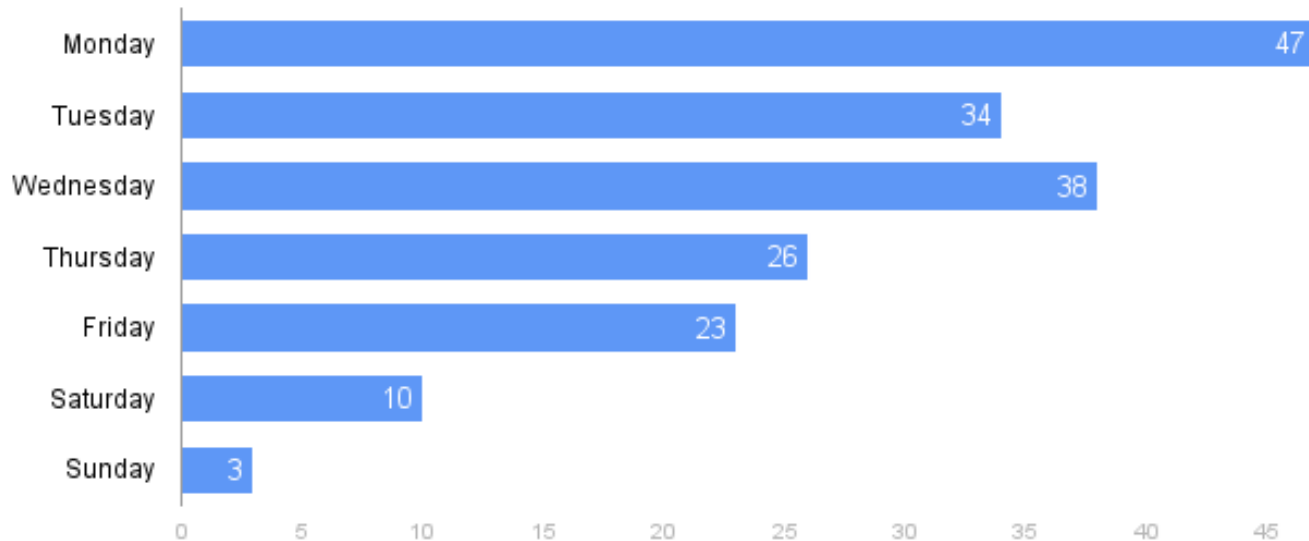
# Volume appears to follow the academic calendar...

Number of WhatsApp enquiries (11 January to 10 August 2016)



# Received the most no. of queries on Mondays

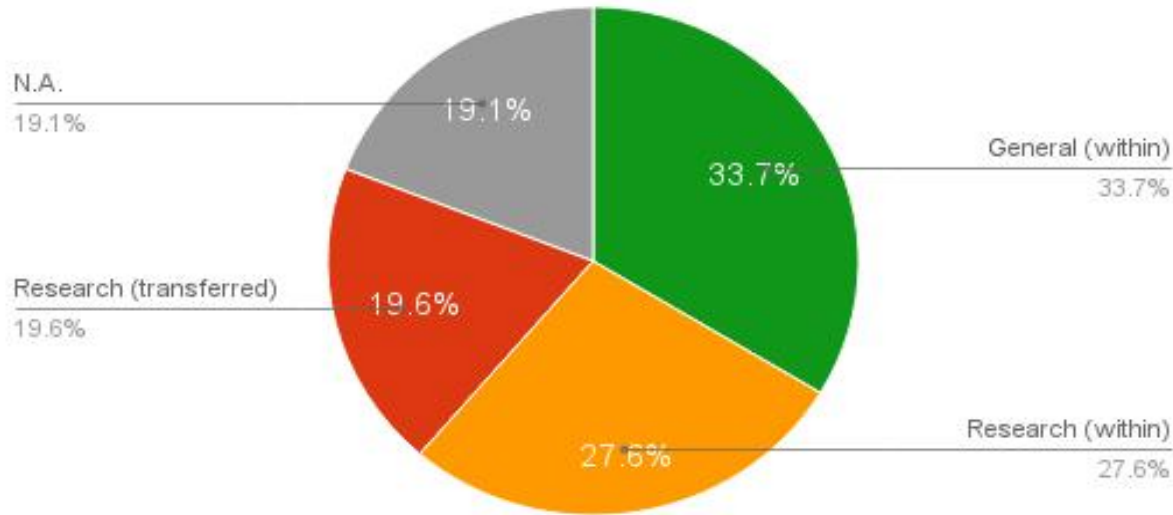
Number of WhatsApp enquiries (11 January to 10 August 2016)



# Types of WhatsApp Enquiries

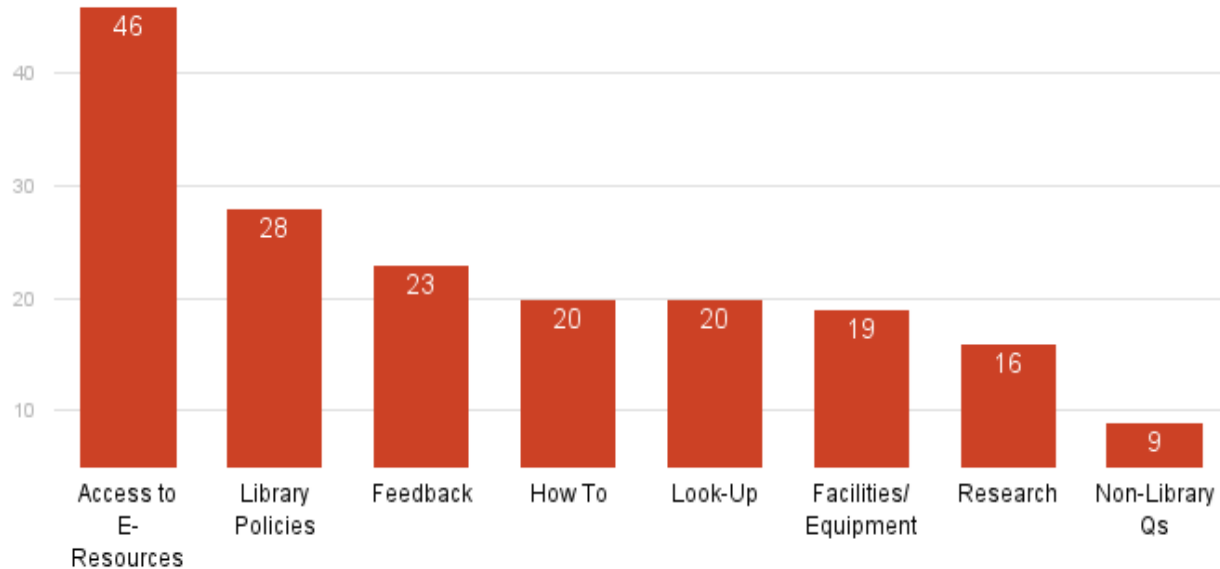
- General enquiry (Within): General enquiry answered via WhatsApp
- Research enquiry (Within): Research enquiry answered via WhatsApp
- Research enquiry (Transferred): Research enquiry that goes beyond WhatsApp

# Types of WhatsApp Enquiries



# Categorization of WhatsApp Enquiries

Categorization of WhatsApp enquiries



# Others ...

- Turnaround time for answering enquiries
- Who answers the WhatsApp enquiries?
- Cost to run a similar service
- Promoting this channel

*The End*